

Updating TPL Coverage Information

Updated:
March 2013

[Are you a Provider or DHS Caseworker?](#)

[Are you a Medicaid Client/Beneficiary?](#)

Updating TPL Coverage Information – For Providers or Caseworkers

- [Just Ask](#) Medicaid Beneficiaries for their other insurance information and verify coverage at every visit.
- Medicaid will need the following information regarding private health insurance (most of this information is located on the Health Insurance card):
 - ✓ Name and phone number (if known) of the Insurance Carrier
 - ✓ Policy holders name and birthdate (if known)
 - ✓ Policy Number
 - ✓ Group Number
 - ✓ Start and end date of coverage (if known)
- All providers will need to contact Third Party Liability (TPL) to report any changes (including new coverage or terminations) in other insurance information **PRIOR TO SUBMITTING A CLAIM TO MEDICAID.**
 - ✓ Please submit all requests to TPL by completing the [on-line DCH-0078 form](#) or [fax the completed form](#) along with any supporting documentation to 517-346-9817 or email the form to: TPL_Health@michigan.gov. All requests should be processed by TPL within 10 business days. After the information has been updated, the claim can then be submitted with the appropriate other insurance information reported. This process will avoid unnecessary suspended claims as the other insurance information has been properly updated in CHAMPS.
 - ✓ You may also contact 1-800-292-9570 option 5 if you are a DHS caseworker or 1-800-292-2550 option 4 if you are a provider or pharmacy. Please contact these numbers if you have any immediate requests that involve member access to care.

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Updating Medicaid when you have any changes in your insurance – For Medicaid Clients/Beneficiaries

- [Contact your local Department of Human Services \(DHS\) office](#) if you have private health insurances or any changes to your existing insurance.
- Insurance information can also be given to your primary care physician.
- If you have any questions, please contact the Beneficiary Hotline at 1-800-642-3195.